

D: Communication and Interpersonal Skills

Major Competency Area: **D**
Communication and Interpersonal Skills

Competency: **D-1**
Effective Communication

Date: June 1, 2015

A Licensed Practical Nurse will:

- D-1-1 Demonstrate knowledge and ability to apply verbal and non-verbal communication techniques to create therapeutic relationships including:**
- respectful tone and manner
 - active listening
 - paraphrasing and reflecting
 - seek clarification
 - timeliness
 - adjust style as necessary
 - write clearly and accurately
- D-1-2 Demonstrate knowledge and ability to apply verbal and non-verbal techniques to establish effective communication with inter-professional team and others.**
- D-1-3 Demonstrate knowledge and ability to adapt communication techniques to address barriers including:**
- cognitive
 - cultural
 - developmental
 - emotional
 - functional
 - mental
 - social
 - spiritual

Major Competency Area: **D**
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Competency: **D-2**
Collaborative Team Practice

Date: June 1, 2015

A Licensed Practical Nurse will:

- D-2-1 Demonstrate knowledge and ability to work toward a collective vision through inter-professional collaboration as outlined in:**
- Standards of Practice for Licensed Practical Nurses in Canada
 - Inter-professional Competency Framework (Canadian Inter-professional Health Collaborative, 2010)
 - employer policy
- D-2-2 Demonstrate knowledge and respect for role of self and other providers in the healthcare system.**
- D-2-3 Demonstrate knowledge and ability to engage client, family and others as partners in client centered care.**
- D-2-4 Demonstrate knowledge and understanding of principles of team dynamics and group processes to create positive workplace environment.**
- D-2-5 Demonstrate knowledge and ability to practice effective interpersonal communication.**
- D-2-6 Demonstrate knowledge and ability to utilize a standardized communication tool to enhance communication process such as:**
- SBAR situational briefing model:
 - S-situation
 - B-background
 - A-assessment
 - R-recommendation
- D-2-7 Demonstrate knowledge and ability to address and effectively manage conflict.**

Major Competency Area: **D**
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Competency: **D-3**
Therapeutic Nurse-Client Relationship

Date: June 1, 2015

A Licensed Practical Nurse will:

- D-3-1 Demonstrate knowledge and ability to apply critical thinking and critical inquiry in application of the nursing process throughout the therapeutic nurse-client relationship.**
- D-3-2 Demonstrate knowledge and ability to practice in accordance with professional Legislation, regulation, standards and guidelines of nursing practice.**
- D-3-3 Demonstrate knowledge and ability to use appropriate communication techniques to establish, maintain and close the therapeutic nurse-client relationship related to:**
- advocacy
 - cultural competence
 - empathy and empowerment
 - health teaching and coaching
 - supportive measures and intent
 - trust and respect
- D-3-4 Demonstrate knowledge and ability to define and maintain professional and personal boundaries related to:**
- giving/receiving gifts
 - caring for family/friends
 - conflict of interest
 - limited self-disclosure
 - understanding interpersonal relationships
- D-3-5 Demonstrate knowledge and ability to recognize and address barriers to an effective therapeutic nurse-client relationship related to:**
- breach of confidentiality
 - personal behavior
 - personal bias
 - power imbalance

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Competency: **D-4**
Health Teaching and Coaching

Date: June 1, 2015

A Licensed Practical Nurse will:

- D-4-1 Demonstrate knowledge of factors that influence teaching and learning including:**
- access to resources
 - determinants of health
 - learning styles and preferences
- D-4-2 Demonstrate knowledge and ability to apply health teaching and coaching principles to achieve effective learning related to:**
- goal setting
 - motivational practices
 - positive psychology
- D-4-3 Demonstrate ability to apply nursing knowledge and clinical expertise throughout health teaching and coaching related to:**
- application of best practices
 - evidence informed approach to care
 - sharing of resources
- D-4-4 Demonstrate knowledge and ability to develop and deliver an individualized teaching and coaching plan to foster client decision making, self-efficacy and navigation of the healthcare system.**
- D-4-5 Demonstrate knowledge and ability to evaluate teaching, coaching and learning outcomes.**

Major Competency Area: **D**
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Competency: **D-5**
**Legal Protocols, Documenting
and Reporting**

Date: June 1, 2015

A Licensed Practical Nurse will:

- D-5-1 Demonstrate professional accountability and responsibility to ensure adherence to legal protocols and documenting and reporting guidelines.**
- D-5-2 Demonstrate knowledge and ability to ensure accurate, concise and complete documentation.**
- D-5-3 Demonstrate knowledge and ability to adhere to applicable legal protocols and Legislation affecting client.**
- D-5-4 Demonstrate knowledge and ability to adapt documenting and reporting according to specific practice setting requirements and agency policy.**
- D-5-5 Demonstrate knowledge and ability to obtain informed consent throughout care delivery as appropriate and according to agency policy.**
- D-5-6 Demonstrate knowledge and ability to manage, report and document refusal of treatment or self-discharge.**
- D-5-7 Demonstrate knowledge and ability to appropriately report and collaborate within inter-professional team.**

Major Competency Area: **D**
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Competency: **D-6**
Accept, Transcribe and Initiate Orders

Date: June 1, 2015

A Licensed Practical Nurse will:

- D-6-1 Demonstrate knowledge and ability to accept, transcribe and initiate orders from authorized health professional(s) according to agency policy related to:**
- electronic
 - phone
 - verbal
 - written
- D-6-2 Demonstrate knowledge and ability to contact authorized health professional(s) to clarify a suspected unsafe or questionable order:**
- confirm accuracy and completeness
 - discuss potential actions and/or interactions
 - share concerns related to clients changing needs

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Competency: **D-7**
Conflict Management

Date: June 1, 2015

A Licensed Practical Nurse will:

- D-7-1 Demonstrate knowledge and ability to recognize common sources of conflict in self and others including:**
- beliefs, values, and biases
 - expectations
 - financial concerns
 - individual differences
 - professional roles
- D-7-2 Demonstrate knowledge and ability to intervene immediately in urgent situations involving conflict related to:**
- safety of patient(s)
 - safety of self or others
- D-7-3 Demonstrate knowledge and ability to focus on the problem/issue not the individual(s).**
- D-7-4 Demonstrate knowledge and ability to manage conflict effectively by identifying:**
- problem/issue
 - subjective interest/investment
 - mutual options/possible resolutions
 - objective criteria
- D-7-5 Demonstrate knowledge and ability to consult with appropriate professional(s) as required in situations of conflict.**